



## Lake County BOCC

### Utilization Management Annual Report October 1, 2012 – September 30, 2013

**Executive Summary****Plan Summary**

6 Session Model EAP

**Average Monthly Population**

1,198

**Type of Contact****Number****Annual Utilization****Telephonic Clinical Intake****29****2.42%**

EAP Referral

20

Non-clinical Services

2

Referral to Insurance

4

Referral to Legal/Financial

2

Telephonic Intervention

1

**Information Only Telephone Contacts****8****0.67%**

Benefit Explanation

0

Coordination of Services

8

**Face to Face Cases\***

20

**Management Consultations****4****Onsite Intervention****0****Training****0****0****Avg number of  
participants**

Employee Orientation attendees

0

Supervisory Orientation attendees

0

Wellness Seminar attendees

0

**Website Session Logins****165****Phone Statistics**

Total number of calls

106,218 calls

Average Speed of Answer

1.61 second(s)

Answered within 30 Seconds

94.9 percent

Abandonment Rate

0.2 percent

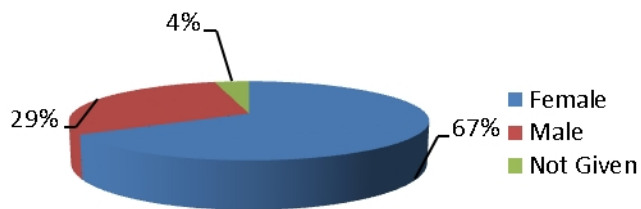
Average Length of Call

240 second(s)

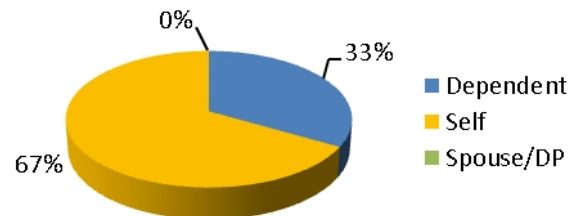
Face to Face – This data is based on information obtained from received Case Record Forms (Document face-to-face EAP provider must complete to request payment for services rendered.) EAP Providers have up to 9 days from date of service in which to submit Case Record Forms. Quarterly Reports are run approximately 30 days past the end of the quarter, therefore not all Case Record Forms will be received at the time the reports are run.

Employee Focused Services

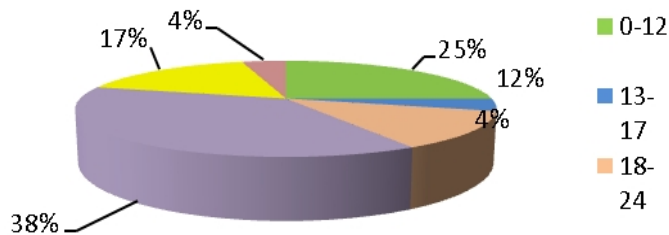
## Demographics of Service Recipients: (based on EAP Telephonic Intake)

**Gender**

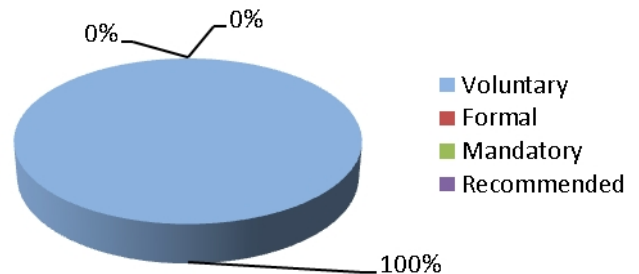
<u>Female</u>	<u>Male</u>	<u>Not Given</u>	<u>Total</u>
66.67% (18)	29.63% (8)	3.70% (1)	27

**Relationship**

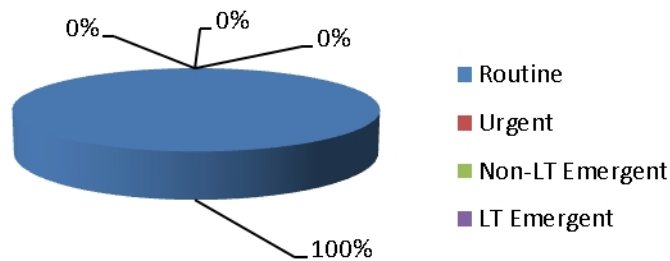
<u>Dependent</u>	<u>Self</u>	<u>Spouse/Domestic Partner</u>	<u>Total</u>
33.33% (9)	66.67% (18)	0.00% (0)	27

**Age**

<u>0-12</u>	<u>13-17</u>	<u>18-24</u>	<u>25-44</u>	<u>45-64</u>	<u>65+</u>	<u>Total</u>
25.00% (6)	4.17% (1)	12.50% (3)	37.50% (9)	16.67% (4)	4.17% (1)	27

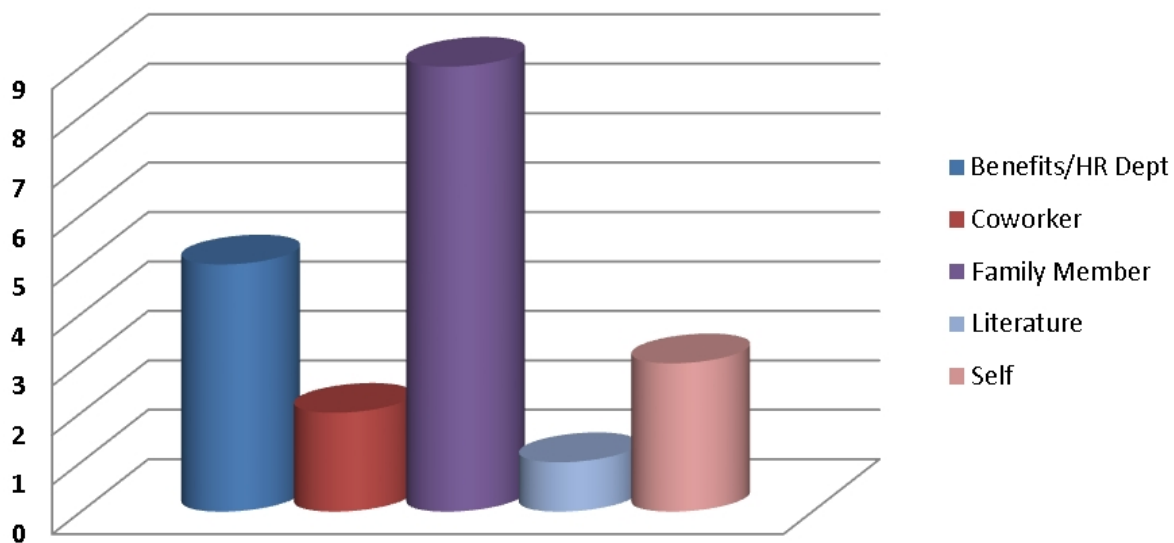
**Referral Type**

<u>Voluntary</u>	<u>Formal</u>	<u>Mandatory</u>	<u>Recommended</u>	<u>Total</u>
100.00% (27)	0.00% (0)	0.00% (0)	0.00% (0)	27

**Employee Focused Services****Call Level: (based on EAP Telephonic Intake)**

<u>Routine</u>	<u>Urgent</u>	<u>Non-LT Emergent</u>	<u>LT-Emergent</u>	<u>Total</u>
100.00% (27)	0.00% (0)	0.00% (0)	0.00% (0)	27

**Routine** - Requested services are of a routine nature.  
**Urgent** – Appointment availability must be within 48 hours.  
**Emergent Non Life Threatening** – Appointment must be available within 6 hours.  
**Life Threatening Emergent** – Intake Clinician will coordinate immediate intervention.

**Participants learned about the service from: (based on EAP Telephonic Intake)**

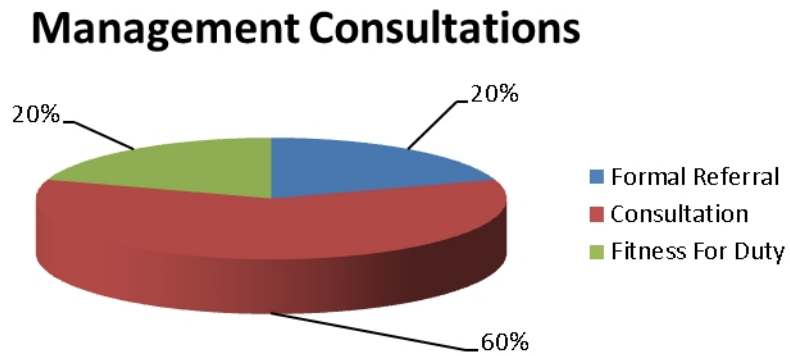
**Employee Focused Services****Presenting Problem: (based on EAP Telephonic Intake)**

<b>Employee</b>	<b>n=18</b>	<b>Count</b>	<b>Pct</b>
Alcohol/Drug Abuse		4	22.22%
Anxiety		2	11.11%
Depression		1	5.56%
Family Issue		2	11.11%
Marital Relationship		3	16.67%
Other-Mental Health		1	5.56%
Stress		1	5.56%
Work-related		2	11.11%
Worklife		2	11.11%
<b>Non-Employee</b>	<b>n=9</b>		
Children-behavioral		3	33.33%
Depression		2	22.22%
Family Issues		3	33.33%
Violence/Abuse		1	11.11%

Presenting Problem – Problem identified by participant at the time of the initial telephone assessment.
---

Employer Focused Services

## Management Consultations



Consult	Percent	No. of Consults
Consultation	20.00%	1
Fitness For Duty	60.00%	3
Mandatory Referral	20.00%	1
Total		5

## Employer Focused Services

### Onsite Intervention

There were no Onsite Interventions requested.

### Training

There were no Trainings requested.

### Onsite Intervention

	<u>Date Sent</u>	<u>Delivery Method</u>	<u>Reason</u>
10 Facts about Your EAP	1/1/2013	Electronically	Monthly Topic Letter
What Can the MSA Program Do for Me?	1/10/2013	Electronically	Financial Webinar
Not Enough Hours in the Day?	1/15/2013	Electronically	Wellness Webinar
EASELine	1/15/2013	Electronically	Quarterly Newsletter
Money Basics: Spending, Borrowing & Saving It	1/22/2013	Electronically	Financial Webinar
Budgeting and Keeping Organized	2/1/2013	Electronically	Monthly Topic Letter
What Can the MSA Program Do for Me?	2/14/2013	Electronically	Financial Webinar
Tips For a Tax Smart Future	2/19/2013	Electronically	Financial Webinar
Where's the Love?	2/19/2013	Electronically	Wellness Webinar
Helping a Substance Abuser	3/1/2013	Electronically	Monthly Topic Letter
What Can the MSA Program Do for Me?	3/14/2013	Electronically	Financial Webinar
Feeling the Pressure?	3/19/2013	Electronically	Wellness Webinar
Home Loan Basics	3/26/2013	Electronically	Financial Webinar
Talking with Your Teens	4/1/2013	Electronically	Monthly Topic Letter
What Can the MSA Program Do for Me?	4/11/2013	Electronically	Financial Webinar
EASELine	4/15/2013	Electronically	Quarterly Newsletter
Why Can't Every Day be Earth Day?	4/16/2013	Electronically	Wellness Webinar
Dreaming of Retirement	4/23/2013	Electronically	Financial Webinar
Positive Attitude	5/1/2013	Electronically	Monthly Topic Letter
What Can the MSA Program Do for Me?	5/9/2013	Electronically	Financial Webinar
Financial Education: Before & After College	5/21/2013	Electronically	Financial Webinar
Want to Get Physical?	5/21/2013	Electronically	Wellness Webinar
Nurturing Your Relationships	6/1/2013	Electronically	Monthly Topic Letter
What Can the MSA Program Do for Me?	6/13/2013	Electronically	Financial Webinar
What is the Plan?	6/18/2013	Electronically	Wellness Webinar
Dealing with My Credit Cards	6/25/2013	Electronically	Financial Webinar
Aging Successfully	7/1/2013	Electronically	Monthly Topic Letter
EASELine	7/5/2013	Electronically	Quarterly Newsletter
What Can the MSA Program Do for Me?	7/11/2013	Electronically	Financial Webinar
What Brings You Together?	7/16/2013	Electronically	Wellness Webinar
Getting & Keeping Good Credit	7/23/2013	Electronically	Financial Webinar
Back to School!	8/1/2013	Electronically	Monthly Topic Letter
What Can the MSA Program Do for Me?	8/8/2013	Electronically	Financial Webinar
What's Your Beef?	8/20/2013	Electronically	Wellness Webinar
When Mortgages Go Bad	8/27/2013	Electronically	Financial Webinar
Bullying	9/1/2013	Electronically	Monthly Topic Letter
What Can the MSA Program Do for Me?	9/12/2013	Electronically	Financial Webinar
Who Am I?	9/17/2013	Electronically	Wellness Webinar
Select Your Benefits ... To Benefit You	9/24/2013	Electronically	Financial Webinar